

CLIENT RIGHTS AND RESPONSIBILITIES POLICY

ID No: FBCNW - 10 – 18

Version: 3.0

Applies to: All Staff
Clients

Applicable Standards: Aged Care Quality Standards

Applicable Legislation: Aged Care Act 1997
Tasmanian Disability Services Act 2011
Anti-Discrimination Act 1998

Contractual Obligations:

It is the position of Family Based Care Tasmania (FBC) that clients are aware of their Rights and Responsibilities in relation to the support received.

Rights

Clients have a right to:

- Respect for their individual human worth, dignity, and privacy
- Be informed about available services and how to participate in and contribute to decision-making
- Have services match their ongoing needs and goals
- Be consulted about their needs and preferences
- Choose from available alternatives
- Involve an Advocate of their choice
- Have control over their own lives and have a say in the services that affect them including participating in decisions concerning the type of assistance provided and the way it is provided
- Appropriate assistance which is flexible in response to their changing needs and priorities
- Access to quality services irrespective of sex, race, ethnicity, culture, language, religion, marital status, disability, sexuality, or age
- Expect assistance that is reliable, of high quality, culturally, and linguistically relevant
- Privacy and confidentiality
- See any information about themselves held by the service in their files (and to correct any wrong information)
- Express grievances and seek redress without fear of it affecting decisions relating to the assistance they receive
- Have grievances about service delivery heard and dealt with in a fair and objective manner
- Refuse a service (and refusal should not prejudice their future access to services).

Responsibilities

Clients who are accessing services have a responsibility to:

- Respect as individuals everyone involved in the delivery of service.
- Respect the rights of others including their rights to confidentiality and privacy
- Inform staff of support needs

- Let their Coordinator know if they are not available for an appointment or rostered visit
- Act in a way which respects the rights of other clients and staff
- Take responsibility for the results of any decisions they make
- Seek a fair resolution of any complaints.

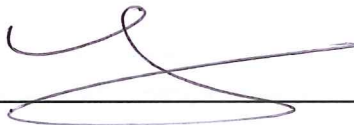
Process

- The process to be adopted in relation to ensuring all clients are aware of their rights and responsibilities is defined within the Client Entry, Assessment, Review and Exit Procedure.
- The procedural guidelines will detail all relevant processes for the efficient and proper entry of clients, follow up and review processes, and the efficient and effective exit of clients from service/s.
- The procedural guidelines will define best practice principles and will be a working document that will reflect contemporary practice.

Responsibility

The Chief Executive Officer (CEO) has the responsibility to ensure that all personnel involved in provision of service are sufficiently knowledgeable of the rights and responsibilities of clients and that this policy is adhered to in practice.

Authorised by:



Date:

17/06/2019

President of the Board